

TUCKAHOE LOCAL HUMAN RIGHTS COMMITTEE

North Park Library
8508 Franconia Road
Henrico, VA 23227-1213

Quarterly Meeting Minutes December 4, 2012

- I. Call to order:** The meeting was called to order at 3:45pm by Monica Lucas, Chair.
- II. Welcome/Introductions:** All persons who were present stated their name and the program or interest which they were representing. The following is a roster of the Committee Members and Affiliates who were present for the December 4, 2012 meeting.
- a. **Committee Members Present:**
- Monica Lucas – Chairperson
 - Corrinthia Morris – Secretary
 - Stephen Dawe – Committee Member
 - William Surber- Committee Member
 - John Vannoy – Committee Member
- b. **Committee Members Absent**
- Kia Symonds – Vice Chair
 - John Redd – Committee Member
- c. **Advocate Present:**
- Michael Curseen – Human Rights Regional Advocate
- d. **Affiliate Members Present:**
1. Alliant Human Services – Terrance Jones
 2. Associates in Counseling & Therapeutic Services – Delores Smith
 3. Blue Ridge Residential – Catherine St. Ours
 4. Daily Grace Adult Day Program – Angela McNeil; Latasha Frye
 5. EMS Intensive In-Home Services – Jennapher Turner
 6. Family and Adolescent Services – Cynthia Woodson
 7. Family & Community Support Systems, LLC – Julia Griffith
 8. Greater Unity Adult Day Services – Sterling Burton, Brady Buckingham, Ricky McKnight
 9. GROWN Program/I.L. Solutions – Latroyal Smith; Lorraine Wright
 10. Hamlet House Youth Services – Ms. Ingram
 11. H.O.P.E., Inc. – Charita Watkins, Charita Johnson, Vernon Oliver
 12. Hope First, LLC - Dena S. Ramsey
 13. H.Y.P.E Youth Services – Nakia Madison
 14. OLA Home for Boys – Keisha Burden, Keith Harmon

- OLA Family Services – Keisha Burden, Keith Harmon
15. Renaissance Residential Services, LLC – Guirlande Simerville; Masambe Tate
 16. RISEUP, LLC – Denise Turner
 17. Southern Virginia Regional Medical Center – Debra Hewitt
 18. TIME Family Services, LLC
 19. The Trimble Agency, LLC – Nichole Trimble
 20. Williamsville Wellness, LLC – Bob Cabaniss

III. Public Comment: No public comments were made

IV. Review/Approval of September 11, 2012 Meeting Minutes:

Corrections: Daily Grace indicated that their email address should be shgrace3@yahoo.com, latosha.frye@mydailygrace.com

Action: The meeting minutes from the September 11th, 2012 meeting were approved with the revisions noted above.

A motion was made a motion to accept and it was seconded with no discussion.

V. Advocate's Report:

- a. Mr. Curseen presented an Explanation of Human Rights Regulation Revision and distributed minutes of the meeting from the expert panel members focus group charged with determining how best to obtain feedback concerning administrative changes to the regulations.
- b. Peer on Peer Reporting Guidance Memo
- c. Annual Report
- d. Mr. Curseen noted that provider complaint reporting was generally low and reviewed types of allegations that would be considered a complaint. He also discussed the importance of reporting this information. The subject of complaint reporting will be discussed in further detail at the next meeting.

VI. Treasurer's Report:

Ms. Cynthia Woodson, of Family & Adolescent Services and Mr. Sterling Burton, Greater Unity presented the Treasurer's report for

- 2nd quarter June 2012 – Balance \$2,083
- 3rd quarter September 2012 – Balance \$2,384
- 4th quarter December 2012 – Balance \$2,684

A motion that the reported dues balances be noted in the minutes was made.

M. Lucas made a motion to accept the treasurer's report and it was seconded with no discussion.

VII. Old Business:

A. LHRC Follow-up – Revisions to quarterly report for 2nd quarter reporting period 4/1/2012 – 6/30/12 for the following Providers:

1. Family and Adolescent Systems: (needs to verbally present to LHRC)
2. Hamlet House Youth Services: Page 1 is missing the Provider Liaison (should be Ms. Ingram); page 3 - the information could not be read by committee members because the copy was not legible.
3. H.O.P.E., Inc.: Provider needs to address question 1 to explain the procedures utilized to ensure that staff are able to identify, report and document allegations of abuse, neglect and complaints.
4. Hope First, LLC: Provider Liaison name is missing on the 2nd Quarterly Report. Ms. Lucas recommended that zeroes be entered in each line if there are no occurrences.
5. Southern Virginia Regional Medical Center: Under “Total Counts Occurred by Types”, this should be “0” and there should be 0 “alleged”.

All of the old business was updated and M .Lucas requested a motion to accept and it was seconded and approved with no additional discussion.

VIII. New Business:

- A. **Blue Ridge Residential Services** - Request for Affiliation for (New) Sponsored Residential Homes located at Hey Road – **1)** 3000 Hey Road, Richmond, VA, 23224; **2)** Village Garden Court – 11719 Village Garden Court, Chester VA 23831; **3)** Reynolds Road – 3109 Reynolds Road, Richmond VA 23223 – Catherine St. Ours, Risk Manager
- B. **H.O.P.E., Inc** – Request for Affiliation (Program Expansion) for the Provision of Outpatient Counseling in Richmond, VA – Mr. Vernon Oliver

H.O.P.E., Inc. - Request for affiliation (program expansion) for Hargrove, Oliver & Parker, Inc. (H.O.P.E) for the provision of Crisis Intervention Services in Richmond, VA. (Outpatient-Crisis Intervention and Crisis stabilization). A discussion took place about the scope of the services and the professional requirements of the staff.

M .Lucas requested motions to accept the above requests for affiliation. The motions were seconded and approved with no additional discussion.

- C. **Meeting Dates and Reporting Months Schedule for 2012 (Revised)**
M. Lucas explained and provided information on how the reporting months were revised. The schedule attached. Discussed the Jan 15th deadline for Annual reports and explained that it is a compilation of the quarterly human rights forms. Mr. Curseen will send the updated form to Catherine St. Ours and she will forward it to the Committee. Forms are due by close of business day.
- D. **LHRC Provider Expectation Concerning Attendance Requirement**

M. Lucas explained and provided information on the attendance requirements. Discussed the 2013 timeframes and handouts were distributed. Explained that each service needs an annual report and M. Lucas provided an example. Discussed the fact Time has not been present at the last two meetings and that a recommendation to draft a letter to be sent to Mr. Curseen and then the Licensing Specialist may be the outcome. Reminded the committee of how a citation was recommended during the last quarter. Educated the committee on how they can recommend the membership of an organization be terminated however the State Human Rights committee ultimately makes the final decision.

E. LHRC Provider Expectation Concerning Requests for Written Documentation

M. Lucas explained and provided information on how the written documentation has improved. A motion was made and properly seconded to have a letter drafted to alert licensure of the non-compliance for Time Family Services. The letter will be forwarded to Mike Curseen and then he will pass it onto the State Human Rights Committee.

IX. Quarterly Reports (3rd Quarter) for Reporting Period 7/01/12 - 9/30/2012:

1. Alliant Human Services – **(Accepted)**
2. Associates in Counseling & Therapeutic Services – **(Accepted)**
3. Blue Ridge Residential Services – **(Accepted)**
4. **Daily Grace Adult Day Program** – Discussion about participation of decision making skills and how Human rights may be violated by another organization. Discussion about the CHOICE program to assist the client with decision making. Discussed how a violation can still occur when the client does not have a choice. Correct and resubmit the form and then email it back to Catherine. St. Ours. **(Resubmit needed)**
5. EMS Intensive In-Homes Services – **(Accepted)**
6. **Family and Adolescent Services** – Question #1: Add more information about the training of the staff. Focus on what you do to ensure that they understand how violations occur. What is being done to ensure this? Surveys, phone calls, Quality Assurance efforts? Resend including those measures with additional information regarding #1. **(Resubmit needed)**
7. Family & Community Support Systems, LLC – **(Accepted)**
8. **Greater Unity Adult Day Services** – Need clarification that the staff knows how to recognize abuse. Human Rights tests are fine however education needs to occur every quarter. Resend including those measures with additional information/more detail regarding question #1. 2nd incident occurred when a client fell from a chair and received a laceration to his eye. The client was with a staff and appeared to become groggy immediately before the fall. The client does have a fall risk plan and it was recommended that plan be updated due to his recent incident. (2nd incident occurred at day support program on August 22, 2012. Discussion occurred about a peer getting up and hitting another peer without any provocation. The peer victim started crying and so did the aggressor. After interviews, staff was still unable to figure out what provoked the aggressor in the situation. Staff separated the two peers and the videotape was reviewed and the staff debriefed the situation. Shared how the situation could not have been prevented because there weren't any antecedents. **(Resubmit needed)**
9. **GROWN Program/IL Solutions** – Discussion about a report of exploitation. Client accused staff of embezzling his money once he was upset with learning the amount of money that he receives from SSDI. Client was prompted to file a complaint and he declined. An internal investigation was done with the assisted living facility

administrator who is also the payee and with the client's mother. Both individuals reported not finding any evidence that the client's human rights were being violated. Noted that the complaint was a formal one. **(Accepted)**

10. Hamlet House Youth Services – **(Accepted)**
11. H.O.P.E., Inc. – **(Accepted)**
12. **Hope First, LLC** – Discussed a complaint about bills being paid to lure clients to the organization. The complaint came through the office of Human Rights and was unfounded. Information was shared how organizations can make sure their services are clearly stated on their brochures to decrease those types of allegations. **(Accepted)**
13. **H.Y.P.E. Youth Services** – Did not receive the report on time. Nothing to report. Citation recommended due to lateness of report. **(Accepted)**
14. **OLA Home for Boys** - Ms. Brooks reported an incident where a staff was de-escalating a client by having his arm around his neck. The client abruptly moved causing a scratch on his neck. Discussed that it is still considered a restraint. Reports were returned for correction due to the presence of client's and staff identifying information. The type of allegations needs to be indicated. **(Resubmit needed)**
OLA Family Services -
15. Renaissance Residential Services, LLC - **(Accepted)**
16. RISEUP, LLC – **(Accepted)**
17. **Southern Va. Regional Medical Center** – Need explanation of data listed following allegations of abuse table on page 1 and clarification of complaint resolution level for the informal process on page 2. **(Resubmit needed)**
18. TIME Family Services, LLC – **No Reports Received.**
19. The Trimble Agency, LLC – **(Accepted)**
20. Williamsville Wellness, LLC – **(Accepted)**

Action: The Tuckahoe LHRC approved the revisions and submissions to quarterly reports for reporting period July 1 – September 30, 2012 with the exceptions listed above.

The Tuckahoe LHRC recommended drafting a letter to the State Human Rights Committee for TIME Family Services, LLC for failure to attend the required LHRC meetings scheduled and for failing to submit quarterly reports.

The LHRC approved a motion to recommend a citation to the Office of Licensing concerning HYPE Youth Services, LLC for failing to submit their report by the requested deadline. Ms. Lucas will send the LHRC recommendation for citation to M. Curseen and then it will be forwarded to the Licensing Specialist.

A motion was made and seconded to accept the reports and to approve the requests for follow-up and resubmission as indicated.

X. Secretary's Report

Next Meeting Schedule Date: March 5, 2013

Refreshments: Associates in Counseling

Set Up: Alliant Human Services

Break Down: Daily Grace Adult Day Program

Minutes: Hamlet House

XI. Meeting Adjournment:

The regular meeting adjourned at 6:05 PM

XII. Executive Session: 1) Family and Adolescent Services – Review of Incident